



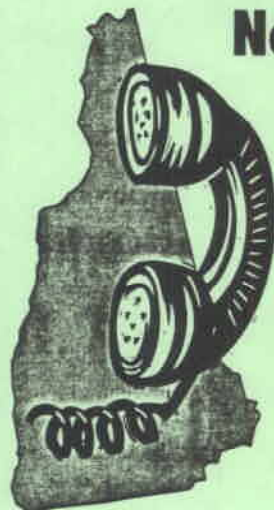
INFORMATION BULLETIN

New Hampshire Bureau of Emergency Communications

Language Line and 9-1-1 Information for non-English speaking citizens

May, 2001

How does Enhanced 9-1-1 work in New Hampshire?



If you have an emergency, dial 9-1-1 from your home, your cell phone or a pay phone. The call is free.



A 9-1-1 Telecommunicator will answer your call for help. They will ask you your name, address, telephone number. If you are calling from a cell phone, they will ask your location. Tell them what kind of emergency you have - do you need fire, police or medical.



Within seconds, your local dispatch agency will send the fire truck, police car or ambulance to where you are.

Govorite li Engleski.

Do you speak English?

Hal Tatakalm Alingli'zia.

New Hampshire's 9-1-1 system is designed to assist every citizen in the State. The 9-1-1 computers have built in device to speak with the deaf and hard of hearing community. The 9-1-1 Telecommunicator clicks the computer mouse on a button and they can instantly type back and forth with the 9-1-1 caller. The 9-1-1 Telecommunicator can also 'speak' with non-English speaking callers. Through Language Line Services, 9-1-1 callers talk with interpreters who speak their native language. In a three-way conversation with the 9-1-1 caller, the 9-1-1 Telecommunicator and an interpreter, the emergency is identified and help is on the way. Through the Language Line Service, there are interpreters available for over 160 languages and dialects.

REMEMBER!

If you accidentally dial 9-1-1, don't hang up. Stay on the line and tell the 9-1-1 Telecommunicator your situation.